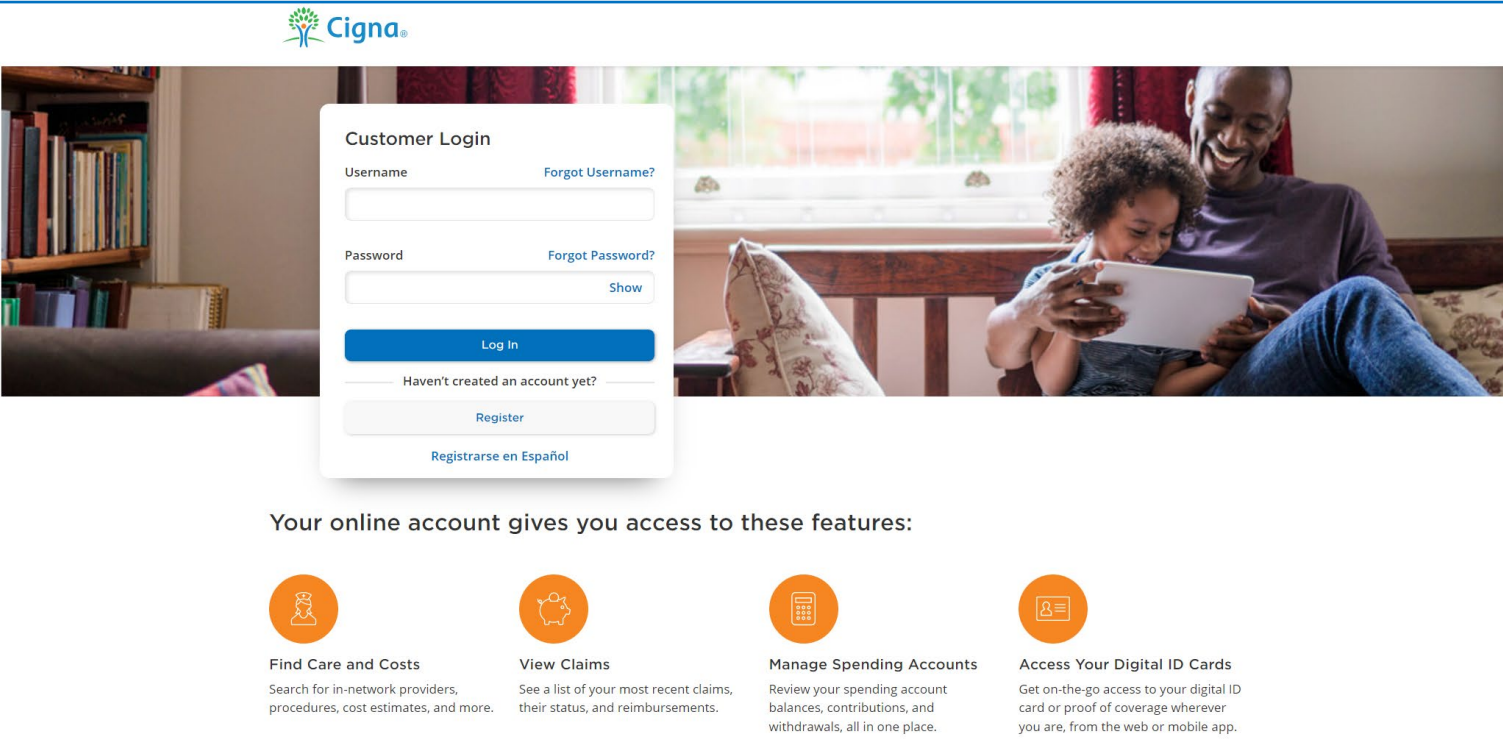


How to File Claims Out-of-Network from your Mobile Phone for Cigna Healthcare

- Use your phone to take photos of any documents (invoices, receipts, etc.) that you want to upload with your claim
- Open your preferred browser on your phone
- Search for “myCigna” in your preferred search engine or type the following URL into your browser: www.mycigna.com
- Login or Register for your myCigna account



Cigna

Customer Login

Username [Forgot Username?](#)

Password [Forgot Password?](#) [Show](#)





[Log In](#)

[Haven't created an account yet?](#)

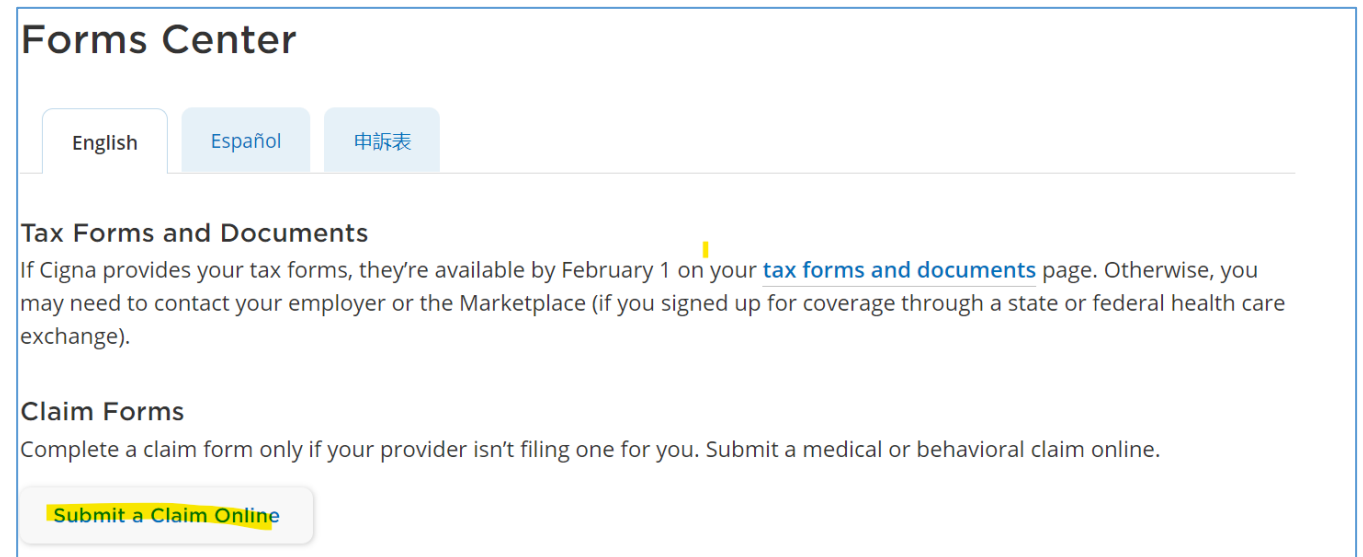
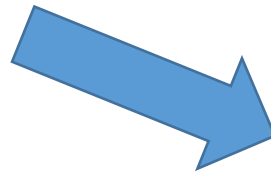
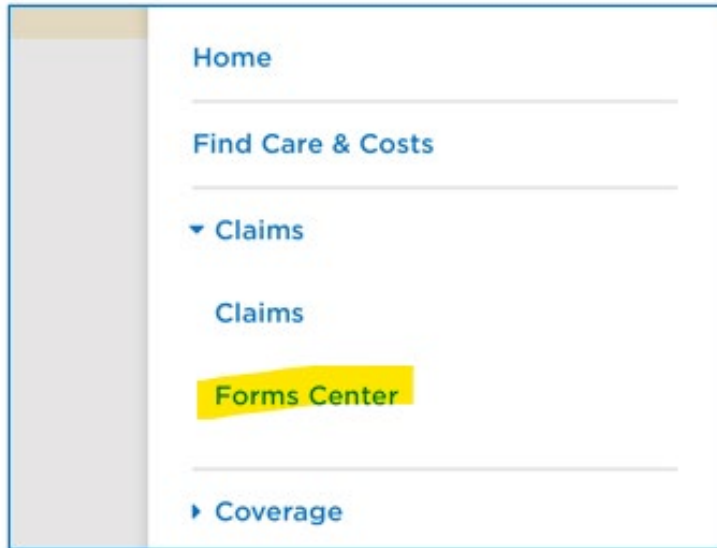
[Register](#)

[Registrarse en Español](#)

Your online account gives you access to these features:

- **Find Care and Costs**
Search for in-network providers, procedures, cost estimates, and more.
- **View Claims**
See a list of your most recent claims, their status, and reimbursements.
- **Manage Spending Accounts**
Review your spending account balances, contributions, and withdrawals, all in one place.
- **Access Your Digital ID Cards**
Get on-the-go access to your digital ID card or proof of coverage wherever you are, from the web or mobile app.

- Click on the **menu** button at the top right of the screen
- Click on **Claims** and choose **Forms Center** in the drop-down selections
- Under the heading **Claims Forms**, select **Submit a Claim Online**



- Select the **Coverage Type** related to the claim you are submitting
- Review the information needed to submit a claim online and select **Start**
 - Identify who the claim is for
 - Identify if the claim is due to an auto accident or work-related illness/injury
 - Identify if the patient is covered by Medicare
 - Identify if the patient has other insurance

Submit a Claim: Step 1 of 6

Who is this for?

Gareth

Date of Birth:

C

Date of Birth:

Submit a Claim: Step 2 of 6

Is this Due to an Auto Accident or Work Related Illness/Injury?

Yes No

Next

Submit a Claim: Step 3 of 6

Is the Patient Covered by Medicare?

Yes No

Next

➤ Upload claim documents by clicking **Choose a File**.

- Popular file types accepted: JPEG, PNG, TIF, PDF, or photo.
- Single file size limit: 5 MB
- Total file size limit: 45 MB



Submit a Claim: Step 5 of 6

Upload Claim Documents

You can upload a digital copy of your itemized bill here. If you have other insurance, you'll need to upload a digital copy of your Explanation of Benefits (EOB).

Popular file types accepted: JPEG, PNG, TIF, PDF, or photo

Single file size limit: **5 MB**

Total file size limit: **45 MB**

You have uploaded 0 MB out of the 45 MB limit.


[Choose a File](#) No file chosen

➤ Choose a photo or other document saved to your phone you would like to upload.

➤ You should see the file name listed next to a button that says **Upload file**. Click this or the **Next** button will be greyed out.

➤ The next screen will give the option to **Upload another file** or **Next**.



 4D8CB546-C859-4....png [Remove file](#)
1015.1 KB

Popular file types accepted: JPEG, PNG, TIF, PDF, or photo

Single file size limit: **5 MB**

Total file size limit: **44.01 MB**

You have uploaded 1015.1 KB out of the 45 MB limit.

If you have multiple itemized bills for the same patient and provider, you can upload by clicking "Upload Another File."

[Upload Another File](#) No file chosen

[Next](#)

- Review claim details and payment authorization. Check the certification box in order to **Submit**
- You can enter a name for the claim to help you locate it later
- You will then be directed to the **confirmation page**

I authorize Cigna to make payment directly to:

☒ Gareth (Subscriber)

☐ The health care provider listed on the enclosed bill(s)

Certification

Any person who knowingly and with intent to defraud any insurance company or other person: (1) files an application for insurance or statement of claim containing any materially false information; or (2) conceals for the purpose of misleading, information concerning any material fact thereto, commits a fraudulent insurance act which is a crime.

☒ I certify that the information supplied is true and correct.

Next


Close X


Enter a Name for this Claim

Save your claim under a specific name so that you can reference it later.

Name

Done

 Menu



Thank You. Your Medical or Behavioral Claim Has Been Submitted.

Your claim Name was successfully submitted on 01/26/2023 at 02:59 PM.

What happens next?

- If necessary information is missing, we may reach out to the subscriber, your doctor, and/or employer.
- To view all the claims you've submitted, view [Claims You've Submitted Online](#).
- To view an updated status, you can check your [Claim Summary page](#) (usually updated within 7 days of submission).

If you have another claim to file, you can [submit a new claim here](#).

